

Our Complaints Process

Talk to us – Every patient has the right to make a complaint about the treatment or care they have received at Swallownest Health Centre. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

How to complain – Please speak to a member of staff who can send you out the complaints form via text or email this form can also be found in reception as a paper copy. Alternately you can scan the QR code below or find the form/QR code on our website. website link for our Complaints Process <https://swallownesthealthcentre.co.uk/> . Once you have filled in the form please return it and the complaint will be dealt with in due course. Complaint form- <https://forms.office.com/e/BjeDkgbxY4>

Time frames for complaints – The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain. The complaints team will respond to all complaints to acknowledge them within three business days. We will aim to investigate and provide you with the findings as soon as we can and will provide updates regarding the investigation of your complaint.

Investigating complaints – Swallownest Health Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality – Swallownest Health Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints - Swallownest Health Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Final response - Swallownest Health Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy. If for any reason you do not want to speak to a member of our staff, then you can request that The South Yorkshire ICB (integrated care board) who provide oversight to GP surgeries investigates your complaint. They will contact us on your behalf.

South Yorkshire Integrated Care Board (ICB)
Rotherham Office
Oak House
Bramley
Rotherham
S66 1YY
Complaints number – 0114 305 1000
syicb-sheffield.icbcomplaints@nhs.net

Advocacy support • POhWER support centre can be contacted via 0300 456 2370 • **Advocacy People** gives advocacy support on 0330 440 9000 • **Age UK** on 0800 055 6112 • Local Council can give advice on local advocacy services.

Further action - If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to: Parliamentary Health Service Ombudsman (PHSO)

Parliamentary Health Service Ombudsman (PHSO)
Milbank Tower, Milbank, London, SW1P 4QP
Tel: 0345 015 4033
www.ombudsman.org.uk

Swallownest Health Centre -
Patient Complaints form

